

E-BOOK SERIES

7 Reasons to Integrate Your Contact Center with Microsoft Teams





Contact centers provide more than customer support and due to the variety of channels that today's customer uses, many organizations have realized two additional realities:

- 1. Every member of the organization has the means to be involved in direct customer engagement, and therefore needs to be equipped with the appropriate tools.**
- 2. This expanded scope of customer interactions requires tools that can help drive consistency, constant improvement, and scale.**

Microsoft Teams enables customer interaction work streams by acting as the hub for internal and external customer connection. Teams supports communication across different modes including chat, video meetings, and calling.

Table of Contents

1. Shared Directory and Presence

2. Seamless Support Transfers

3. Trusted, High-Quality Voice Service

4. Better Analytics, Better Outcomes

5. Better Agent-to-Agent Collaboration

6. Teams as a Primary Calling Endpoint

7. Endless Possibilities



#1

Shared Directory and Presence

The presence indicator displays a user's current availability and status to other users, and this status is updated in real time. By integrating your Contact Center with Microsoft Teams, contact center users can see the presence of their colleagues even if they are only logged into Microsoft Teams, and vice-versa.

Seamless Support Transfers

Need to get a customer to an expert quickly? With an integrated contact center and Microsoft Teams solution, an agent can quickly locate an expert that happens to be logged into Microsoft Teams, establish availability, and then quickly transfer the customer directly to that expert in Microsoft Teams. And, to the customer it is a seamless experience.



#2



#3

Trusted, High-Quality Voice Service

Leverage carrier-grade voice services, delivered over a secure internet connection with a Microsoft's Direct Routing solution. Use the Teams phone system for all contact center calls and call control experiences. Your customer experience will sound better than ever before.

#4



Better Analytics, Better Outcomes

Improve customer experiences and drive better outcomes across your contact center by broadening the visibility of data and insights. Companion application Wallboard can now be displayed within Microsoft Teams to allow contact center administrators quick and easy access to important data. That data can then be exported to Power BI for additional analysis.

Better Agent-to-Agent Collaboration

Customers receive higher quality of service when the agent team is better aligned. Working within Teams empowers agents to leverage the Teams collaboration tools, widely used within a company, to aid agent-to-agent productivity as well as to extend to customer communication. This means screen-sharing, file delivery, video calling, and other commonly known Teams tools that aid collaboration and build trust. Again, the Teams platform brings efficient agent experience resulting in more satisfying customer experience.

#5



#6

Teams as Primary Calling Endpoint



A desk phone as your calling end point is becoming less and less of a reality. With changes that have brought about our “new normal,” employees now realize they truly can work from anywhere. A mobile phone or laptop now acts a company phone. Access to a Teams-integrated Contact Center, means that agents are accessible anywhere, where they can be most productive and attentive to customer needs.

Endless Possibilities

Flexible Teams Graph APIs and Cloud Communication APIs allow organizations to create native Azure-based voice applications using the Teams calling infrastructure and client platform to deliver modern, intelligent solutions for collaborative customer and agent connection. The goal of Microsoft Team’s extensibility strategy is to stoke developer creativity and drive customer productivity.

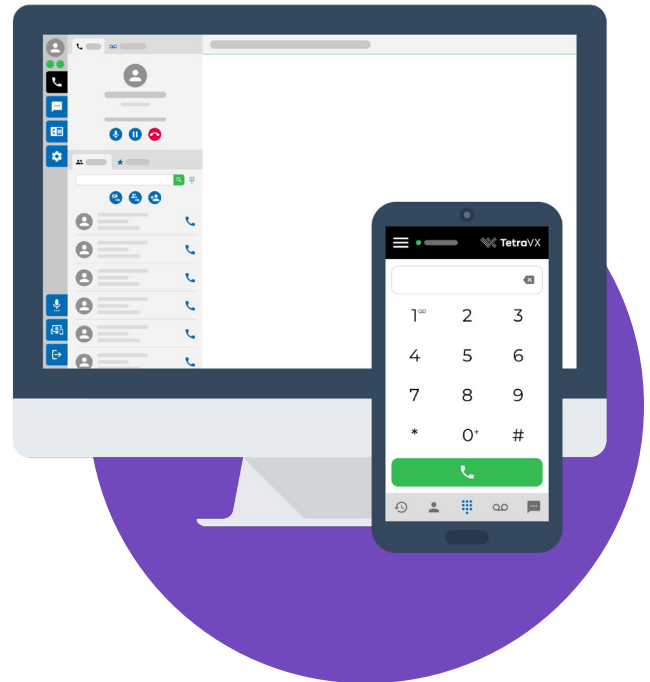
#7



Greater Than the Sum of the Parts

TetraVX is a cloud-based UC/CC solution that provides the flexibility, and mobility to do business from anywhere, at any time. Easy to implement and easy to manage, TetraVX is a cost-effective alternative to aging on-premises solutions. TetraVX provides a single platform for customer support, calling, meeting, messaging and more.

- **Integrated Unified Communications and Contact Center Solution**
- **Integration w/ Microsoft Teams**
- **Connect from Any Device, Anywhere**
- **Leverage Existing SIP Phones**
- **Manage using a Self-Service Portal**



**SEE FOR YOURSELF.
SCHEDULE A DEMO TODAY.**

866 447 0088 | netrixllc.com | info@netrixllc.com